



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

ASSISTANT CHILD SUPPORT OFFICER
CHILD SUPPORT OFFICER

Class No. 002940
Class No. 002941

■ CLASSIFICATION PURPOSE

To interview custodial and non-custodial parents and perform in office investigations to locate non-custodial parents, establish paternity, and initiate actions to establish and enforce orders for support; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

Positions in this class series are allocated to the Department of Child Support Services. This is not a law enforcement class series.

Assistant Child Support Officer:

This is the entry-level class in this class series. Under immediate supervision, incumbents acquire a working knowledge of rules and regulations governing child support programs and learn casework methods, enforcement techniques and procedures, and perform the more routine and initial case action on complaints of failure to provide child support. This class is distinguished from the Child Support Officer in that the latter performs all aspects of child support case management.

Child Support Officer:

This is the journey-level class of the series. Under general supervision, incumbents perform a full range of case management duties relating to failure to provide child support. The Child Support Officer is responsible for performing all aspects of child support duties and responsibilities, and provides technical guidance and training to subordinate child support officers. This class differs from Assistant Child Support Officer in that the latter is receiving training in performing all aspects of child support case management duties. This classification differs from the Supervising Child Support Officer in that the latter is a full supervisory position responsible for leading a team of Child Support Officers and directing the activities associated with conducting in office investigations.

■ FUNCTIONS

The examples of functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Assistant Child Support Officer:

Essential Functions:

1. Utilizes the computer system to access and input case data and updates all pertinent information.
2. Interviews custodial and/or non-custodial parents and others in child support matters to obtain statements, documents, and other facts to establish paternity, locate absent parents, and determine financial status.
3. Collects and verifies information by letter, telephone, fax, computer or interview.
4. Performs in-office investigations for the establishment and/or enforcement of paternity, child support, and medical orders.
5. Initiates documents and correspondences supporting case actions.
6. Initiates actions, maintains history of actions taken, and monitors payments.
7. Prepares correspondence, reports and legal documents.
8. Initiates legal enforcement action through the preparation and processing of a variety of documents such as orders of examination, property liens, wage assignments, contempt motions, criminal contempt or failure to provide complaints.
9. Evaluates income and expense data from custodial and non-custodial parents and other agencies.

10. Initiates, receives, and responds to inquiries concerning cases where custodial or non-custodial parent resides in another state.
11. Performs mathematical computations on child support cases.
12. May take a variety of actions to determine paternity such as arranging for blood tests and obtaining statements from witnesses.
13. Compiles and reports statistics concerning cases.
14. Provides courteous, high quality service to members of the public by personally responding to requests for service or appropriate referral.

Child Support Officer:

Essential Functions:

All the duties listed above and including:

1. Monitors cases to determine compliance with payment arrangements and court orders by reviewing payment records through computer data systems, and by evaluating information from complaints.
2. Negotiates payments with custodial/non-custodial parents.
3. Appears in court as a witness to facts surrounding the processing of specific cases as needed.
4. Evaluates case for closure.
5. Provides technical guidance and training to subordinate staff and may act in the absence of a Supervising Child Support Officer.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

The following apply to all classes:

- Telephone techniques to effectively gain information.
- Interviewing and interrogation techniques.
- Federal, state, and local laws relating to child support services.
- Legal terminology and legal document processing.
- Mathematical computations involved in reviewing and compiling statistical/financial records.
- Office and record keeping procedures.
- Personal computer usage and operation.
- Sources used to locate individuals and assets.
- County customer service objectives and strategies.

Skills and Abilities to:

The following apply to all classes:

- Gather, assemble, and evaluate facts to draw logical conclusions and to initiate legal action within prescribed guidelines and make sound recommendations.
- Understand, interpret, and apply basic laws, rules, and regulations relative to child support, the collection of funds and seizure of property.
- Prepare clear, concise, and complete case records.
- Establish and maintain effective working relationships with associates, outside agencies, and the general public.
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in situations, which require a high degree of sensitivity, tact and diplomacy.
- Compute simple to complex mathematical calculations.
- Communicate effectively in oral and written form.
- Input and retrieve data and information stored in a computerized record system.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Provide prompt, efficient and responsive service.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

Child Support Officer (in addition to the above):

- Interview effectively to collect sensitive information.
- Obtain cooperation from non-custodial parent and negotiate child support court orders.
- Provide technical guidance and training to subordinate staff.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

Assistant Child Support Officer:

1. An associate's degree in business, financial management, criminal justice or a closely related field; OR
2. At least two (2) years of clerical experience, with at least six months experience in Child Support Services performing at least one of the following duties: interviewing people, gathering information, interpreting and applying basic laws, rules and regulations; or preparing clear, concise and complete case notes; OR
3. One (1) year of experience as a Legal Support Assistant I in the County of San Diego.

Child Support Officer:

1. An associate's degree in business, financial management, criminal justice or a closely related field; AND, one (1) year of experience equivalent to the Legal Support Assistant I in the County of San Diego, with at least six months of experience in Child Support Services performing at least one of the following duties: interviewing people, gathering information, interpreting and applying basic laws, rules and regulations; or preparing clear, concise and complete case notes; OR
2. At least two (2) years of experience equivalent to the Legal Support Assistant I in the County of San Diego, with at least six months of experience in a Child Support Enforcement Program performing at least one of the following duties: interviewing people, gathering information, interpreting and applying basic laws, rules and regulations; or preparing clear, concise and complete case notes; OR
3. At least one (1) year of experience as an Assistant Child Support Officer in the County of San Diego.

Note: Additional years of experience as described above may be substituted for the education requirement on a year-for-year basis; OR, completion of appropriate course work from an accredited college or university may substitute for the experience requirement on a year-for-year basis.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, phones, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files weighing up to 10 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License\

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates offered employment will be subject to a background investigation performed by the Office of the Department of Child Support Services.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

New: January 3, 1997
Revised: August 29, 2002

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Union Code: PS
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Variable Entry: Y
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